

ORIGINAL



0000149771

BEFORE THE ARIZONA CORPORATION COMMISSION

RECEIVED

2013 DEC -4 A 11:45

AZ CORP COMMISSION
DOCKET CONTROL

BOB STUMP
Chairman
GARY PIERCE
Commissioner
BRENDA BURNS
Commissioner
BOB BURNS
Commissioner
SUSAN BITTER SMITH
Commissioner

Arizona Corporation Commission

DOCKETED

DEC 04 2013

DOCKETED BY

IN THE MATTER OF THE APPLICATION)
OF VALUE-ADDED COMMUNICATIONS,) DOCKET NO. T-03798A-12-0077
INC. FOR APPROVAL OF A CERTIFICATE)
OF CONVENIENCE AND NECESSITY TO)
PROVIDE CUSTOMER OWNED PAY)
TELEPHONE SERVICES)
)
)
)

VALUE-ADDED
COMMUNICATIONS, INC.
SUPPLEMENT
TO APPLICATION

Value-Added Communications, Inc. files the attached tariff which replaces entirely
Exhibit II to its application for a certificate of convenience and necessity filed March 1, 2012.

RESPECTFULLY SUBMITTED this 4th day of December 2013.

By:

Joan S. Burke, 013687
LAW OFFICE OF JOAN S. BURKE, P.C.
1650 North First Avenue
Phoenix, Arizona 85003
Telephone: (602) 535-0396
Joan@jsburkelaw.com
Electronic Service Preferred (ESP)
Attorney for Value-Added Communications, Inc.

ORIGINAL and thirteen (13) copies of the foregoing

filed this 4th day of December 2013 with:

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

A handwritten signature in cursive script, appearing to read "J. S. Blum", is written over a horizontal line.

4835-5424-8215, v. 1

**CUSTOMER OWNED PAY TELEPHONE (COPT)
TELECOMMUNICATIONS TARIFF
OF
VALUE-ADDED COMMUNICATIONS, INC.**

This tariff contains the descriptions, regulations, and rates applicable to the provision of customer owned pay telephone services by Value-Added Communications, Inc. ("VAC") provided to inmates and other incarcerated persons in correctional facilities within the State of Arizona. This tariff is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued: April 15, 2013

Effective:

**Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190**

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
Title	Original	*	21	Original	*
1	Original	*	22	Original	*
2	Original	*	23	Original	*
3	Original	*	24	Original	*
4	Original	*	25	Original	*
5	Original	*			
6	Original	*			
7	Original	*			
8	Original	*			
9	Original	*			
10	Original	*			
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			

* - indicates those pages included with this filing.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

TABLE OF CONTENTS

	Title
Title page	
Check sheet	1
Table of Contents	2
Application of Tariff	3
Explanation of Symbols	4
Tariff Format	5
Section 1 - Technical Terms and Abbreviations	6
Section 2 - Rules and Regulations	7
Section 3 - Description of Service and Maximum Rates	15
Section 4 - Current Rates	25

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of customer owned pay telephone services via specialized phone equipment by Value-Added Communications, Inc. for use by inmates in correctional institutions within the State of Arizona subject to the jurisdiction of the Arizona Corporation Commission.

Issued: April 15, 2013

Effective:

**Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190**

EXPLANATION OF SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition which may affect rates or charges.
- (D) - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Automated Collect Calls - Calls billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Commission - The Arizona Corporation Commission.

Company - Used throughout this tariff to refer to Value-Added Communications, Inc., unless otherwise clearly indicated by the context.

Correctional Institutions - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with the Company for the provision of service for use by their inmate population.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect calling services provided to inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

Subscriber - The correctional institution which orders or uses the Company's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates.

VAC - Used throughout this tariff to mean Value-Added Communications, Inc.

Inmates - The jailed population of correctional institutions who are authorized by the Institution to use such service. Responsibility for payment of Inmate charges requires positive acceptance by a Customer (i.e., billed to a third party) or prepayment by the Inmate.

Institution - Used throughout this tariff to refer to correctional institutions.

Institutional Telephone - A coinless telephone instrument that allows Inmates to place collect and prepaid calls at the instrument.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

Value-Added Communications, Inc.'s services and facilities are furnished to correctional institutions in Arizona for communications originated by inmates of the institutions. The Company only provides automated collect, prepaid and debit inmate calling services. This tariff encompasses only those services provided between locations within the state of Arizona. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the correctional institution.

The Company installs, operates, and maintains the communications services provided here in for Inmates in accordance with the terms and conditions set forth under this tariff and through contracts with Institutions.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.2 Limitations of Service

- 2.2.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this tariff.
- 2.2.2** Service is provided only to correctional institutions for use by authorized inmates of the institutions and is subject to any restrictions or limitations imposed by the correctional institution.
- 2.2.3** The Company reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer or Inmate is using service in violation of provisions of this tariff or the law.
- 2.2.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5** The Company reserves the right to discontinue service, limit service, or to impose requirements on Institutions as required to meet changing regulatory or statutory rules and to ensure compliance with the terms of this tariff.
- 2.2.6** The Company reserves the right to discontinue service when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.
- 2.2.7** Service may otherwise be limited at the request of the Institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of Company

- 2.3.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer or Inmate for the period during which the faults in transmission occur.
- 2.3.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.3.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Inmate against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Inmate; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.3.4** The Company shall not be liable for any defacement of or damages to the premises of an Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.3.5** The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.
- 2.3.6** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.4 Assignment or Transfer

All facilities or services provided under this tariff are directly or indirectly controlled by the Company and neither the Institution nor Inmate may transfer or assign the use of service or facilities without the express written consent of the Company.

2.5 Installation and Termination

Service is installed upon mutual agreement between the Institution and the Company.

2.6 Deposits and Advance Payments

2.6.1 Deposits and Advance Payments

The Company does not require deposits or advance payments.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Payment for Service

2.7.1 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or Inmate by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.7.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received in writing by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Arizona Corporation Commission
Consumer Service Section
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Payment for Service, (Cont'd.)

2.7.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.7.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Arizona law and regulations.

2.7.5 Late Payment Fees

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance as reflected on direct or LEC bills. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.8.1 Arizona Universal Service Fund

The Company will assess a fee to support universal service in Arizona. The fee will be determined by the AUSF Administrator, and is subject to change upon order of the Commission.

2.9 Refusal or Suspension by Company

2.9.1 The Company may suspend service to a Customer for nonpayment of undisputed charges or violation of this tariff or provision of law.

2.9.2 The Company may refuse or suspend service under the following conditions:

- A.** For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in this tariff.
- C.** For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- D.** In the event of Customer, or Authorized User use of equipment or service in such a manner as to adversely affect the Company's equipment or service to others.
- E.** In the event of tampering with the equipment or services owned by the Company or its agents.
- F.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

2.11 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES

3.1 General

VAC provides automated calling services for use by Inmates and other incarcerated persons in prisons, jails or other Correctional Institutions for communications originating and terminating within the State of Arizona. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Institutional Automated Collect Operator Service allows inmates to place calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges by pressing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by the Company's system.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services and network. No installation charges apply.

3.2 Timing of Calls

Billing for calls placed over the Company network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2 Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3 Unless otherwise specified in this tariff, the minimum initial period for billing purposes is one (1) minute.
- 3.2.4 Unless otherwise specified in this tariff, billing for usage after the initial period is in full one (1) minute increments.
- 3.2.5 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.3 Time of Day Rate Periods****3.3.1 Determination of Rate Periods**

Unless otherwise indicated, time of day rates apply according to the following schedule. Calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM	DAYTIME RATE PERIOD					EVE	
5:00 PM TO 11:00 PM	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM	NIGHT/WEEKEND RATE PERIOD						

* Up to but not including.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.4 Calculation of Distance**

Usage charges for mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1:** Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2:** Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3:** Square the differences obtained in Step 2.
- Step 4:** Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5:** Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6:** Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.5 Institutional Automated Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect calls through an automated call processing system. The call processing system prompts the inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the institution.

For services provided to inmates of institutions, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
2. At the request of the institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access to specific telephone numbers.
5. Availability of the Company's services may be restricted by the institution to certain hours and/or days of the week.
6. At the request of the institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the institution's administration.
7. At the request of the institution, the Company may impose time limits on local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.6 VAC Inmate Calling Service**

This specialized calling service is available when the correctional facility contracts for VAC Inmate Calling Service on behalf of the inmates. Special restrictions and limitations may apply to calls made by inmates, including restriction to collect-calls only. InterLATA, intraLATA and local calling are available, as specified by the correctional facility subscriber.

3.6.1 Collect Call Assurance Program

The Company reserves the right to collect an advance payment equal to two (2) months of estimated collect calling service. If a calling history has not been established, the advance payment will be at least \$100.00, but will not exceed \$1,000.00. Payment must be made in U.S. dollars in the form of a cashier's check or money order.

The Company may limit charges to Customers who routinely accept collect calls from end users at correctional facilities at the advance payment level. During any billing cycle in which the customer is within 10% of the limit (the advance payment amount), the Company will offer the customer the choice of refusing service upon reaching the limit or increasing the advance payment. This allows the Company's collect customers to control the amount spent on collect calls from inmates while allowing the Company to offer service to customers whose credit worthiness would otherwise preclude continued service.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.6 VAC Inmate Calling Service, (Cont'd.)****3.6.2 COD Collect**

The Company offers COD Collect to inmates and to customers who accept inmate calls from certain correctional facilities served by the Company. COD Collect allows the inmate or collect call customer to establish a commissary account at the correctional facility for payment of call charges to the Company. The inmate or the collect call customer establishes the amount of the commissary account. The Company submits call charges to the administrator of the commissary account. The administrator is responsible for remitting payment to the Company according to the terms of the contract with the correctional facility. Where state law requires, the availability of a commissary account may be limited to collect call customers only. Commissary accounts are only available at those institutions served by the Company that have made the appropriate contractual and operational arrangements for such service. Calls billed to a commissary account are not billed on the customer's local telephone bill. Any balance remaining in the Commissary account at the time of an inmate's departure from the correctional facility will be distributed according to the terms of the contract with the correctional facility.

Commissary accounts may, at the Company's election, be offered for prepaid direct dialed calling services, at those institutions served by the Company which have made the appropriate contractual and operational arrangements for such services.

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.7 General**

Each customer is charged individually for each call placed through the Company.

The charges for the Company's services maybe determined by:

- Distance between stations,
- Time of day and day of week,
- Duration of the call,
- Class of call, and
- Jurisdictional nature of the call (intraLATA or interLATA).

Customers are billed based on their use of the Company's service. No installation charges or fixed monthly recurring charges apply.

3.7.1 V-PIN

This charge may apply to automated calls placed by inmates in correctional facilities when such calls are provided through VAC's own processing equipment. V-PIN provides validation of inmate's personal identification number, PINs, through voice verification technology for purposes of improved security and reduced potential for fraud, other illegal activities, and consumer harassment by inmates. Where installation of V-PIN is requested by the correctional facilities, a per call service charge of \$0.25 applies. This is in addition to all applicable message charges, operator assisted service charges, and other miscellaneous service charges and fees.

3.8 Advance Pay Accounts

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up a Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is required to complete collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

The minimum amount required to set up the Advance Pay Account is \$25.00. Upon request, and after the required minimum payment is received, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the inmate may call.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.8 Advance Pay Accounts**

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cash, check, credit card or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

When an inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

3.8.1 Rates and Charges

- A. Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.
- B. Option 2** - Rates and charges for Advance Pay Accounts are provided at a discount, per request of correctional facility.

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.9 Institutional Prepaid Operator Assisted Calling****3.9.1 Prepaid Debit Accounts**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN.) When the inmate places a call, he/she has the option of calling collect or prepaid/debit. Once debit is selected, the inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, e.g., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Debit Account is refundable upon request, after release of the inmate from the Confinement Institution. The Available Usage Balance expires three months from the date of the last activity on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

3.9.2 Rates and Charges

- A. Option 1** - Rates and charges for Prepaid Debit Accounts are the same as those set forth in the Company's institutional collect call rate schedules.
- B. Option 2** - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)**3.10 Institutional Calling – Collect & Advance Pay****3.8.1 Local Maximum Rates**

Usage, Per Call: \$0.50

-- OR --

Usage, Per Minute: \$0.30

Service Charges, Per Call: \$3.75

3.8.2 IntraLATA/InterLATA Maximum Rates

Usage, Per Minute: \$0.58

Service Charges, Per Call: \$3.75

3.11 Institutional Calling – Debit**3.9.1 All Calls – Option 1 Maximum Rates**

Usage, Per Minute: \$0.30

Service Charges, Per Call: \$3.75

3.9.2 All Calls – Option 2 Maximum Rates

Usage, Per Minute: \$0.58

Service Charges, Per Call: \$1.00

3.12 Other Fees for Prepaid Accounts**Maximum
Pre-Paid**Credit Card Transaction Fee,
Per Transaction \$10.00Monthly Maintenance Fee,
Idle Accts \$5.00

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 4 - CURRENT RATES**4.1 Institutional Plan 1 – Collect, Advance Pay****4.1.1 Local**

Usage, Per Call:	\$0.00
Service Charge, Per Call:	\$2.30

4.1.2 IntraLATA

Usage, Per Minute:	\$0.25
Service Charges, Per Call:	\$1.95

4.1.3 InterLATA

Usage, Per Minute:	\$0.30
Service Charges, Per Call:	\$3.40

4.2 Institutional Plan 2 – Collect**4.2.1 Local**

Usage, Per Call:	\$0.00
Service Charge, Per Call:	\$1.60

4.2.2 IntraLATA

Usage, Per Minute:	\$0.30
Service Charges, Per Call:	\$1.30

4.2.3 InterLATA

Usage, Per Minute:	\$0.33
Service Charges, Per Call:	\$1.30

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

SECTION 4 - CURRENT RATES, (CONT'D.)**4.3 Institutional Plan 3 – Collect****4.3.1 Local**

Usage, Per Call:	\$0.00
Service Charge, Per Call:	\$2.65

4.3.2 IntraLATA

Usage, Per Minute:	\$0.25
Service Charges, Per Call:	\$1.95

4.3.3 InterLATA

Usage, Per Minute:	\$0.30
Service Charges, Per Call:	\$3.40

4.4 Institutional Plan 4 – Collect, Advance Pay**4.4.1 Local**

Usage, Per Call:	\$0.00
Service Charge, Per Call:	\$2.65

4.4.2 IntraLATA

Usage, Per Minute:	\$0.30
Service Charges, Per Call:	\$2.25

4.4.3 InterLATA

Usage, Per Minute:	\$0.30
Service Charges, Per Call:	\$3.50

Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190

SECTION 4 - CURRENT RATES, (CONT'D.)
4.5 Institutional Plan 5 – Advance Pay**4.5.1 Local**

Usage, Per Minute:	\$0.06
Service Charge, Per Call:	\$1.50

4.5.2 IntraLATA/InterLATA

Usage, Per Minute:	\$0.23
Service Charges, Per Call:	\$1.50

4.6 Institutional Plan 6 – Debit**4.6.1 Local**

Usage, Per Minute:	\$0.06
Service Charge, Per Call:	\$0.00

4.6.2 IntraLATA/InterLATA

Usage, Per Minute:	\$0.23
Service Charges, Per Call:	\$0.00

4.7 Institutional Plan 7 – Debit**4.7.1 All Calls**

Usage, Per Minute:	\$0.50
Service Charge, Per Call:	\$0.50

4.8 Other Fees for Pre-Paid and Direct Bill Accounts

	<u>Pre-Paid</u>	<u>Direct Billed</u>
Credit Card Transaction Fee, Per Transaction	\$7.95	\$0.00
Monthly Maintenance Fee Idle Accts	\$5.00	n/a

4826-5396-7127, v. 1

 Issued: April 15, 2013

Effective:

Issued by: Tariff Administrator
 12021 Sunset Hills Road, Suite 100
 Reston, VA 20190